

MOTION BY SUPERVISORS DON KNABE AND CHAIR  
HILDA SOLIS

OCTOBER 18, 2016

Throughout the nation, other jurisdictions are exploring and implementing ways they can better measure the effectiveness of their programs and services. This new approach aims to shift governments' focus away from outputs, and more toward outcomes. On February 16, 2016, this Board approved a motion that instructed the Chief Executive Office to report back on a new framework for County performance metrics, with a focus on tracking and monitoring outcomes. On May 17, 2016, the CEO submitted the requested Outcomes Report (Report).

In order to develop this new framework, CEO convened a work group comprised of County departments, an outside expert in performance management, and a consultant specializing in organizational development and planning. The work group had many internal discussions, and spoke with outside parties with experience in developing outcome measures for local governments.

The work group determined that the best path forward would be for the County to focus on piloting the development of a new outcome measures framework, with a limited number of high priority outcome measures. The report notes that this new framework "would focus on measuring outcomes resulting from the efforts of multiple departments," which are "especially valuable because focusing on improving these key outcomes would encourage cooperation between departments and increase synergy through effective collaboration." At the same time, the County is near completion of presenting its Strategic Plan, among whose features is acute focus on measurement.

It is clear that there is an opportunity here in Los Angeles County to improve the way we measure how effective we are at delivering services to our constituents. Especially during this time of limited budgets and increased demand for governmental services, the County would be wise to look further at developing a more outcomes-

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RIDLEY-THOMAS \_\_\_\_\_

KUEHL \_\_\_\_\_

KNABE \_\_\_\_\_

ANTONOVICH \_\_\_\_\_

SOLIS \_\_\_\_\_

focused approach, so that we constantly are asking ourselves: is the money we are spending making a difference in peoples' lives?

**WE, THEREFORE, MOVE,** that the Board of Supervisors of the County of Los Angeles instruct the CEO to:

1. Pilot a new County metrics framework by identifying a set of outcome measures for one priority area. CEO shall ensure that these new outcome measures are aligned with the County Strategic Plan.
2. Explore options to post outcome measures on the County's website for public consumption.
3. Develop a plan to display outcome measurement data within participating departments in order for departmental employees to see how their work contributes to the overall success of the County's service delivery.
4. Report back to the Board in 60 days with the progress on implementing the new County metrics framework, with recommended next steps.

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